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Personnel



**AIR FORCE RELOCATION ASSISTANCE
PROGRAM (RAP)**

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

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This instruction implements AFR 36-30, *Military Entitlements*, Department of Defense Instruction (DoDI) 1338.19, *Relocation Assistance Programs*, June 15, 1990, DoDI 1342.22, *Family Centers*, December 30, 1992, Department of Defense Directive (DoDD) 1342.17 *Family Policy*, December 30, 1988 and Air Force Instruction (AFI) 36-3009, *Family Support Center Program*, February 1, 1997. The basis for the program is found in Public Law (P.L.) 101-189, "National Defense Authorization Act for Fiscal Years 1990 and 1991", November 29, 1989. It provides authority and criteria for establishing Relocation Assistance Programs (RAP), defines relocation assistance services, and provides RAP operating guidelines. This instruction directs collecting and maintaining information subject to the *Privacy Act of 1974* authorized by Title 10, United States Code, Section 8013 and DoDI 1342.22, *Family Centers*. System of Records F035 AF DP A applies. Send comments and suggested improvements on Air Force Form 847, **Recommendation for Change of Publication**, through channels, to SAF/AADP, 500 Duncan Avenue, Box 94, Bolling AFB DC 20332-1111. Major commands (MAJCOM) may supplement this instruction with prior approval of HQ USAF/DPCH. MAJCOMs must send one copy of their supplement to SAF/AADF, 500 Duncan Avenue, Box 94, Bolling AFB 20332-1111. See Attachment 1 for Glossary of References, Abbreviations, Acronyms and Terms.

SUMMARY OF REVISIONS

This document is substantially revised and must be completely reviewed.

This revision expands eligibility for usage to all DoD personnel, including civilians, the Guard and Reserve on active duty, and their families relocating under orders and personnel and their families during extended temporary duty assignment (TDY) (paragraph 1.2.). Primary RAM responsibilities are outlined: Provision of self-help resources (paragraph 2.6.3.1.); sponsorship training (paragraph 2.6.3.2.); relocation assistance for first term personnel and families (paragraph 2.6.3.3.); and personnel and families making an overseas move (paragraph 2.6.3.4.). This instruction mandates the chair of the Relocation Assistance Coordinating Committee (RACC) be delegated no lower than the Deputy Support Group Commander

(paragraph 3.1.), mandates the inclusion of the installation chaplain's office in membership of the RACC (paragraph 3.1.), aligns coordination of the RACC under the Relocation Assistance Manager (RAM) and responsibility for loan lockers/lending closets under the RACC (paragraph 3.1.4).

1. Concept of Operation. This instruction establishes the following concept of operation for Air Force RAP:

1.1. The Air Force establishes the RAP at every Air Force hosted installation with at least 500 assigned military personnel. The RAP supports mission readiness by providing to personnel and families the relocation information, education, and skills development to manage and adapt to the mobile military lifestyle.

1.2. The RAP provides a comprehensive support system of relocation information and services to DoD personnel and their eligible families relocating under orders and during extended TDY.

1.3. Commanders should grant adequate non-leave time to Air Force military personnel to clear departing locations and resettle into their new location, including buying and selling a home, renting a home or other suitable accommodations, shipping and receiving household goods, and enrollment in schools. Employees authorized Permanent Change of Station (PCS) within the DoD may be granted excused absence before departing the old duty station and following arrival at the new duty station to accomplish personal tasks resulting from the move (e.g., to close or open personal bank accounts; obtain State driver's license or car tags). This provision does not cover time involved in complying with PCS requirements such as obtaining passport and vaccinations, adhering to government housing authority requirements; or, being present for packing and receiving of household goods. Accomplishing tasks that are conditional to the PCS is considered to be an official duty. (DoD 1400.25-M, DoD Civilian Personnel Manual).

1.4. DoD personnel not assigned to a military installation will be provided pre-departure and post-arrival assistance by the RAP at the nearest military installation. The nearest servicing family support center provides RAP services to geographically separate units (GSUs).

1.5. Major Command (MAJCOM) Supplements. Send copies of MAJCOM supplements to HQ USAF/DPCH for approval before publication. Only HQ USAF/DPCH may approve waivers of and exceptions to the requirements of this instruction.

2. Responsibilities and Authorities. This instruction establishes the following responsibilities and authorities:

2.1. As OPR, the Chief of Human Resources Development Division (HQ USAF/DPCH):

2.1.1. Administers and manages the RAP by developing and disseminating policy, plans, and program guidance.

2.1.2. Provides oversight to ensure compliance with Air Force RAP policies and procedures and conducts and monitors research on family issues.

2.1.3. Develops budgets in support of RAP requirements and provides manpower oversight.

2.2. Headquarters Air Force Personnel Center Transition and Relocation Operations (HQ AFPC/DPPTT):

- 2.2.1. Provides interface between relocation and personnel functions (see AFI 36-3022, *Transition Assistance Program*).
- 2.2.2. Interfaces with DoD on operational issues.
- 2.2.3. Develops and implements RAP procedures.
- 2.2.4. Provides RAP procedural guidance to MAJCOM and base-level relocation functions.
- 2.2.5. Collects and consolidates MAJCOM data to meet Air Force and DoD reporting requirements.
- 2.2.6. Coordinates and provides operational training to FSC RAP staff.
- 2.2.7. Develops and distributes relocation assistance customer training tools, guides, and aids to MAJCOMs and FSC RAP staff.
- 2.3. Other functional staff OPRs include HQ USAF/IL/JA/SC/SG/ILE/ILV/DPC, SAF/PA:
 - 2.3.1. HQ USAF/CEH uses AFI 32-6005, *Unaccompanied Housing Management*, to coordinate relocation issues concerning family and unaccompanied housing.
 - 2.3.2. HQ USAF/DPC promotes awareness of relocation services available to all civilian employees.
 - 2.3.3. HQ USAF/JA uses AFI 51-502, *Personnel and Government Recovery Claims*, and AFI 51-504, *Legal Assistance, Notary, and Preventive Law Programs* to define the scope of base legal office participation in the RAP.
 - 2.3.4. HQ USAF/IL uses AFI 24-501, *The AF Do-It-Yourself (DITY) Program* to coordinate transportation and storage of personal property and passenger travel.
 - 2.3.5. AFMOA/SGOC and AFMOA/SGOF uses AFI 40-301, *Family Advocacy*, concerning policy and coordination for dependent relocation clearance, administration of the Exceptional Family Member Program, and provision of medically related services to handicapped students.
 - 2.3.6. HQ USAF/SCMN ensures the effective operation of the interactive, automated information system (AIS) as required by P.L. 101-189, and DoDI 1338.19, *Relocation Assistance Programs*.
 - 2.3.7. HQ USAF/ILV uses AFI 34-401, *Food Service Management Program*, AFD 34-6, *Air Force Lodging*, AFI 34-701, *Child Development Programs*, and AFI 34-801, *Youth Programs*, to coordinate temporary lodging, youth activities, and food service support issues.
 - 2.3.8. SAF/PA promotes awareness of relocation services available to all DoD members and their families.
- 2.4. MAJCOM and field operating agency (FOA) DPs coordinate support of the RAP program. Each MAJCOM and FOA must establish command-wide procedures consistent with this AFI:
 - 2.4.1. Develops and executes budget to support command's RAP requirements.
 - 2.4.2. Sends the command Relocation Assistance Program Quarterly Report, RCS: DD-FM&P (AR) 1836, *Relocation Assistance Program*, to HQ AFPC/DPPTT not later than 31 January, 30 April, 31 July, and 31 October of each year.
- 2.5. The Installation Commander:

- 2.5.1. Establishes a Relocation Assistance Coordinating Committee (RACC), to be chaired by the Support Group Commander, and a comprehensive, coordinated, and effective installation RAP.
- 2.5.2. Ensures the RAP informs DoD personnel and their families of relocation services, with emphasis on junior personnel and personnel moving overseas (OS).
- 2.5.3. Adequately staffs the RAP with trained personnel, based on specific installation needs and mission requirements.
- 2.5.4. Allocates adequate resources to accomplish the RAP mission.
- 2.5.5. Ensures installation agencies collaborate and coordinate with each other and with other federal, state, and civilian agencies that provide relocation information and assistance.
- 2.6. The Family Support Center is the focal point for relocation assistance at the installation level.
 - 2.6.1. The FSC Flight Chief ensures:
 - 2.6.1.1. The RAP services conducted by the FSC are administered IAW P.L. 101-189; DoDIs 1338.19, 1342.22, and DoDD 1342.17; AFIs 36-3009, 36-2103, and 36-3011; and base and higher headquarters policy/guidelines.
 - 2.6.1.2. RAP includes an active outreach component which delivers services/programs beyond the FSC facility.
 - 2.6.1.3. RAP is included in FSC Strategic and Outreach Plans.
 - 2.6.1.4. FSC RAP staff receive annual training including DoD, AF, and MAJCOM training/conferences and computer training required to support the automation information system.
 - 2.6.2. All FSC staff work with RACC members to facilitate the integration of relocation support across all FSC services, to ensure RAP requirements are met, and to consolidate reports for higher headquarters.
 - 2.6.3. The RAM assists commanders in accomplishing mission requirements and maintaining readiness through regular consultation and coordination. The RAM also assists in the recruitment, career counseling, and retention of RAP personnel. The RAM is required to collaborate, coordinate, and develop partnerships with on/off base service providers, federal, state, and civilian agencies that provide relocation information and services to ensure relocation services are delivered and needs met.
 - 2.6.3.1. Establishes, coordinates, and maintains self-help customer resources. Self-help resources serve as a primary source of relocation information for the general relocating DoD population.
 - 2.6.3.1.1. Ensures current relocation information is available through an automated information system (AIS) and that this system is interactive with other DoD RAPs.
 - 2.6.3.1.2. Collaborates with base relocation functions and community agencies to ensure greatest dissemination of and accessibility to automated relocation/community information.
 - 2.6.3.1.3. Establishes relocation resource centers which include automated information systems, videos, books, maps, etc., for customer self-help. Ensures resources are accessible to clients and provides for customer assistance.

2.6.3.2. Provides sponsor training to assist the military and civilian personnel flights (MPF & CPF) in preparing members for sponsor duties. Sponsorship training is mandatory for first time sponsors and those who have not served as sponsors during the past year.

2.6.3.2.1. Works with MPF, CPF, and unit monitors to coordinate training and makes training available in multiple forms to meet sponsorship needs.

2.6.3.2.2. Provides training workshop to sponsors/unit monitors at least monthly.

2.6.3.2.3. Evaluates training and briefs RACC on sponsor training effectiveness.

2.6.3.2.4. Provides Sponsor Guidebook and relocation services information letter.

2.6.3.2.5. Provides standard data file information about gaining base upon sponsor's request when he/she is advised and/or they do not have access to the Internet.

2.6.3.3. Targets officers and enlisted members with less than four years active service for relocation assistance and closely monitors effectiveness of services.

2.6.3.3.1. At installations that conduct basic enlisted and officer training, provides relocation briefings to trainees, implements outreach to provide relocation information and services to family members of trainees, provides each trainee, as a minimum, with a copy of standard data file "Must Know Items" and "Survival Tips for First Termers" for the gaining installation from the Standard Installation Topic Exchange Service (SITES).

2.6.3.3.2. For inbound and outbound personnel at training bases, contacts students and spouses; provides settling-in and pre-departure services, welcoming and departure resources, (e.g., automated/community information), which address unique student issues; assesses needs; and refers and coordinates services closely with Training units.

2.6.3.3.3. At first duty stations, establishes procedures which ensure timely contact with inbound/outbound first termers; strengthens unit cohesion by reinforcing relationships with sponsors or unit representatives; informs first-term personnel of available community services; collaborates with the MPF (OPR for Individualized Newcomer Treatment and Orientation (INTRO) Program and first duty station orientation) and CPF to provide first term orientation, provides assessment, referral, and appropriate follow-up as needed.

2.6.3.4. Prepares DoD personnel and families for overseas moves and provides services to facilitate cultural adaptation.

2.6.3.4.1. For outbound personnel, the RAM/RAS:

2.6.3.4.1.1. Contacts military personnel 90 days prior to departure, or in the case of a short notice assignment within 10 working days of assignment notification and notifies them of programs and services. Contacts outbound civilian personnel as soon as possible after notification of assignment to provide information about services.

2.6.3.4.1.2. Consistent with the overseas PCS rate of the installation, provides OS PCS orientation through collaborative workshops. Provides cultural adjustment briefings and information at least monthly.

2.6.3.4.1.3. As needed, provides one-on-one assessment to address issues unique to overseas living or returning to the US.

2.6.3.4.1.4. Ensures easy access to specific and current information on CONUS/OS

destinations to include automated relocation resources.

2.6.3.4.1.5. Provides Overseas and Return to CONUS guidelines.

2.6.3.4.2. For inbound personnel, the RAM/RAS:

2.6.3.4.2.1. Contacts military personnel within 15 working days of arrival and advises them of available programs and services. Contacts civilian personnel as soon as possible after notification of assignment and advises them of available programs and services.

2.6.3.4.2.2. Provides monthly community adaptation, orientation/tour to personnel and families arriving at OS bases. Provides community orientations and cultural adjustment workshops consistent with the rate of overseas returnees. Conducts one-on-one assessment as needed.

2.6.3.4.2.3. Implements an effective outreach/awareness program to assist in adjustment to the CONUS/OS area.

2.6.3.5. Collaborates and coordinates with community functions to offer relocation assistance workshops.

2.6.3.5.1. Provides information, education, and skills development necessary for managing the relocation process across the family life cycle. Ensures workshops and programs are readily available to target audience.

2.6.3.5.2. Addresses pre-departure and newcomer issues through workshops/programs covering: Financial management/preparation for moves; cultural adaptation; community awareness; overseas moves; unique issues for single members, children, spouses, and civilians; housing.

2.6.3.6. Provides relocation assistance assessment to identify special needs of customers (i.e., handicap) in order to provide them with proper information and make necessary referrals. Follow-up to referrals may be required to ensure needs were met.

2.6.3.7. Manages RAP operations.

2.6.3.7.1. Implements an annual RAP marketing plan based on needs assessment and feedback. Plan includes: a) efforts to reach target groups and the general population; b) availability of self-help resources made accessible through technology; and c) address local relocation issues.

2.6.3.7.2. Collaborates with RACC, FSC, and other local relocation services on RAP marketing efforts.

2.6.3.7.3. Uses multiple media approaches in publicity activities. Provides RAP briefings and presentations to full range of personnel. Evaluates and adjusts techniques to reach primary audiences.

2.6.3.7.4. Assists the FSC Director and Superintendent in developing a comprehensive annual RAP financial plan.

2.6.3.7.5. Develops and uses assessment tools which identify and track FSC RAP services effectiveness and customer satisfaction.

2.6.3.7.6. Develops internal procedures to ensure requests for information through automated systems receive accurate responses within 3 working days. Submits AIS data to higher headquarters, through appropriate channels, as required.

2.6.3.7.7. Systematically collects data, analyzes for program development, and ensures timely and accurate reporting.

2.6.3.7.8. Provides functional supervision of program staff to include relocation volunteers. In the absence of the RAM, the RAS will be the acting supervisor.

3. Relocation Assistance Coordinating Committee (RACC) is a sub-committee of the Community Action Information Board (CAIB).

3.1. The support group commander chairs the RACC. If delegated, the chairperson should be no lower than the deputy support group commander. The RACC convenes at least quarterly to coordinate base relocation programs and services. RAP services should avoid duplication, monitor and evaluate the installation RAP to ensure services are accessible, effective, and responsive to the needs of personnel. RACC members will include, but are not limited to, representatives from the FSC, accounting and finance, chaplain's office, military and civilian personnel flights, services, transportation, youth flight, housing referral office, and medical services. The RAM serves as coordinator. RACC members are appointed, in writing, by the chair and are in positions to make decisions for their functional areas. The RACC:

3.1.1. Ensures accurate, easily accessible pre-departure information and services are available to enable members to make informed decisions and preparations well in advance of their move. These services include, but are not limited to: strong unit sponsorship; destination area information; moving costs and entitlements; costs and availability of housing and child care; spouse employment opportunities; cultural/community orientation; medical services; educational opportunities/services; youth activities; and stress management education.

3.1.2. Ensures timely, complete, and accurate inputs from all designated agencies for the Automated Information System (AIS). Inputs are provided quarterly to the RAM. Ensures appropriate equipment and software is available to support prescribed AISs.

3.1.3. Coordinates with prevention agencies to avoid duplication of counseling services aimed at minimizing financial and emotional distress throughout the relocation process. These services should include, but not be limited to: financial counseling; home buying/selling; renting; property management; shipment/storage of household goods (including motor vehicles and pets); preventive mental health services including stress management; and information on the Exceptional Family Member Program.

3.1.4. Ensures post arrival settling-in services are provided. These services must include the INTRO and Sponsorship Program, temporary housing services, government or private home finding services, child care, medical and medically-related services, spouse employment assistance, cultural/community orientation, and information on educational and volunteer opportunities. RACC ensures that loan locker/lending closet items are available for relocating personnel.

3.2. Housing-Related Services. The installation housing office at both the losing and gaining installations ensures full housing services are available including provisions for Exceptional Family Members. The housing office will provide home finding service, counseling on home buying, selling or

renting, and property management, with emphasis on locating adequate, affordable temporary and permanent housing.

3.3. Food Service Support . On a space available basis, the installation commander may authorize military members and their family members to eat in appropriated fund dining facilities to relieve undue financial hardship during the official PCS. Members and their family members will pay the appropriate rate as shown in AFI 34-401, *Food Service Management Program*.

3.4. Automated Network . Each base will have a standard data file on that location. Agencies will provide information for the file as prescribed by the RACC. The RAP shall provide relocation information through the AIS that is linked worldwide through automated communication networks. The automated information should be made available to personnel and family members through varied self-help mechanisms: LANs, Internet access, and self-help resource areas.

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Attachment 1

GLOSSARY OF REFERENCES, ABBREVIATIONS, ACRONYMS AND TERMS

References

P.L. 101-189, *National Defense Authorization Act for Fiscal Years 1990 and 1991*

DoD 1400.25-M, *Department of Defense Civilian Personnel Manual (CPM)*

DoDD 1342.17, *Family Policy*

DoDI 1338.19, *Relocation Assistance Programs*

DoDI 1342.12, *Provision of Early Intervention and Special Education Services to Eligible DoD Dependents in Overseas Areas*

DoDI 1342.22, *Family Centers*

AFI 24-501, *The AF Do-It-Yourself (DITY) Program*

AFI 24-502, *Excess Cost Procedures*

AFI 32-6005, *Unaccompanied Housing Management*

AFI 34-401, *Food Service Management Program*

AFI 34-701, *Child Development Programs*

AFI 34-801, *Youth Programs*

AFI 36-2103, *Individualized Newcomer Treatment and Orientation (INTRO) Program*

AFI 36-3009, *Family Support Center Program*

AFI 37-132, *Air Force Privacy Act Program*

AFI 40-301, *Family Advocacy*

AFI 51-502, *Personnel and Government Recovery Claims*

AFI 51-504, *Legal Assistance, Notary, and Preventive Law Programs*

AFPD 34-6, *Air Force Lodging*

AFPD 36-30, *Military Entitlements*

Abbreviations and Acronyms

AFFAM—Air Force Family Matters

AFI—Air Force Instruction

AIS—Automated Information System

CAIB—Community Action Information Board

DoD—Department of Defense

DP—Director of Personnel

FSC—Family Support Center

HQ USAF/DP—Deputy Chief of Staff, Personnel

HQ USAF/DPCH—Human Resources Development Division

INTRO—Individualized Newcomer Treatment and Orientation

MAJCOM—Major Command

OPR—Office of Primary Responsibility

OS—Overseas

PCS—Permanent Change of Station

RACC—Relocation Assistance Coordinating Committee

RAM—Relocation Assistance Manager

RAP—Relocation Assistance Program

RAS—Relocation Assistance Specialist

Terms

Air Force Hosted Installation—Location with 500 or more DoD personnel assigned where the Air Force has primary support responsibilities.

Automated Network—A group of physically or geographically separated computers or automated data systems capable of electronically storing, retrieving, exchanging, and processing information.

Central Data File—A centrally stored and operated automated version of standard data file available for electronic access from on-base and other hosted bases.

Child Care—Eligibility requirements for child care are defined in AFI 34-701, *Child Development Programs*. Air Force members on a PCS move are authorized priority hourly care at the child development center or in family day care homes seven days before their departure and seven days after their arrival on a 24-hour reservation basis.

Community Action Information Board (CAIB)—A forum where family-related issues, needs, and resources are identified and addressed. The installation commander coordinates decision-making and determines the most appropriate OPR for delivering the identified services for Air Force families according to AFI 36-3011, *Air Force Relocation Assistance Program*.

Cultural Readjustment Briefing—A pre-move briefing provided to members and families to prepare them for the normal culture shock and adaptation process they will experience as they end an OS tour and re-enter the culture of the United States.

Department of Defense (DoD) Personnel and Their Families—This includes all military members of all Services, Guard and Reserve on active duty, DoD civilians, and their eligible family members.

Domestic Violence—Non-accidental physical injury or emotional disturbance, as defined in AFI 40-301, *Family Advocacy Program (FAP)*.

Exceptional Family Member Program—The Air Force program which identifies active-duty Air Force families with exceptional medical or educational needs, and assists them by verifying the availability of and coordinating required services at the time of reassignment according to AFI 40-301, *FAP*.

Family Life Cycle—A predictable pattern of development and change as the family matures and evolves over time.

Family Support Center (FSC)—The FSC program is outlined in AFI 36-3009, *Family Support Center (FSC) Programs*.

First Term—Officers and enlisted members with less than four years.

Individualized Newcomer Treatment and Orientation (INTRO)—The INTRO program is outlined in AFI 36-2103. This program is administered by the Military Personnel Flight (MPF), but requires the participation of several base agencies to assist the member and dependents before, during, and following a move.

Medically-Related Services—Medical services and those services provided under professional medical supervision required by a Case Study Committee either to determine a student's eligibility for special education or, if the student is eligible, the special education and related services required by the student under DoDI 1342.12. Provision of Early Intervention and Special Education Services to Eligible DoD Dependents in Overseas Areas, March 12, 1996. Provision of either direct or indirect services listed in an Individualized Education Program, as necessary, for the student to benefit from the education curriculum. These services may include: medical, social work, community health nursing, dietary, psychiatric diagnosis, evaluation, and follow-up, occupational therapy, physical therapy, audiology, ophthalmology, and psychological testing and therapy.

OS PCS Orientation—A pre-move workshop or briefing that provides a complete review of issues and concerns which military members and families must know to quickly adapt to OS living. The orientation must include discussion of culture shock and healthy ways to cope with culture shock.

Property Management—The process of obtaining and maintaining full occupancy of the available shelter, maintaining the integrity of the physical components of that shelter, and management of landlord and tenant relations.

Standard Data File—A detailed automated information file on the installation and surrounding community updated by the host base and distributed semi-annually to all bases.